**Jenda Foster Care Grievance/Complaint Process**

**Purpose:** To ensure that the concerns of youth and families served by Jenda Family Services are heard and addressed in a timely, fair, and respectful manner.

**Scope:** This process applies to all youth and families receiving services from Jenda Family Services. It is made available at the initiation of services and every six months thereafter.

**Procedure:**

1. **Initiation of Grievance/Complaint:**
   * A grievance or complaint can be initiated by any youth or family member receiving services from Jenda Family Services.
   * The grievance or complaint can be submitted in writing, verbally, or through electronic communication. This can be completed by email or through out website at jendafamilyservices.com.
   * Grievances or complaints should be directed to the assigned caseworker or directly to the Grievance Coordinator.
2. **Acknowledgement of Receipt:**
   * Within 48 hours of receiving a grievance or complaint, Jenda Family Services will acknowledge receipt to the complainant.
   * The acknowledgement will include the name of the member of Jenda Management handling the matter and an estimated timeline for resolution.
3. **Investigation and Review:**
   * Jenda Management will investigate the grievance or complaint thoroughly, including gathering relevant information and interviewing involved parties.
   * The investigation will be conducted in a fair and impartial manner.
   * Confidentiality will be maintained throughout the process, except where disclosure is necessary for the resolution of the grievance or complaint.
4. **Resolution:**
   * Within 14 days of receiving the grievance or complaint, the Jenda Management member will provide a written response to the complainant.
   * The response will include findings from the investigation, any actions taken or to be taken, and a timeline for implementation of any remedies.
   * If additional time is required to resolve the grievance or complaint, the complainant will be informed of the delay and provided with a new resolution timeline.
5. **Appeal Process:**
   * If the complainant is not satisfied with the resolution, they may appeal the decision within 7 days of receiving the written response.
   * Appeals should be directed to the Program Director.
   * The Program Director will review the appeal and provide a written response within 14 days of receipt.
6. **Final Resolution:**
   * The decision of the Program Director on an appeal is final.
   * All documentation related to the grievance or complaint, including the initial complaint, investigation findings, resolution, and any appeal documents, will be maintained.
7. **Ongoing Availability:**
   * Information about the grievance/complaint process will be provided to all youth and families at the initiation of services and every six months thereafter.
   * Copies of the grievance/complaint policy will be available upon request.
8. **Contact Information:**
   * Foster Care Program Director: [Parker Holley, parkerholley@jendafamilyservices.com, 531-500-5284]

**Review and Updates:** The grievance/complaint process will be reviewed annually and updated as necessary to ensure effectiveness and compliance with all relevant regulations.